

<p style="text-align: center;"><b>CITY OF BEAVERTON</b> <b>Program Coordinator-Volunteer Services</b></p>
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### **General Summary**

Develop, administer and review programs utilizing volunteers to support departmental needs, including program planning and coordination, program promotion and marketing, recruitment, training and supervision of volunteers and related outreach activities.

### **Key Distinguishing Duties**

Overall responsibility for coordinating all aspects of the volunteer program(s).

### **Essential Functions**

*Depending upon assignment, the incumbent may perform a combination of some or all of the following duties, which are a representative sample of the level of work appropriate to this class.*

1. Develop, plan, and administer programs utilizing volunteers. Develop program policies and procedures. Generate, prepare and maintain program reports and statistics.
2. Serve as program liaison. Monitor and evaluate program effectiveness. Recommend and implement program improvements and enhancements.
3. Manage volunteer staff to ensure City goals and objectives are met. Schedule, assign and review work. Make volunteer placement, discipline and termination decisions.
4. Coordinate, prepare, and present public information in a variety of media and to a variety of audiences. Promote and market volunteer programs and services.
5. Design, plan and coordinate events, including volunteer recognition events.
6. Serve as a member of the assigned department management team. Evaluate performance and program effectiveness and recommend action for improvement as necessary.
7. Participate in department operational processes including staff selection, budget preparation/monitoring, policy/procedure development and implementation.
8. Develop work plans, timelines and resource allocations for assigned projects. Monitor progress to ensure objectives are met. Prepare reports and recommendations.
9. Serve as a model for accomplishing City's vision and goals. Model and promote an environment that supports the highest quality results. Provide excellence in internal and external customer service. Create a positive experience for customers through professional and courteous behavior and creative problem resolution.

10. Provide direction and set standards for excellence in internal and external customer service. Promote professional and courteous behavior with a creative approach to problem resolution that creates a positive experience for the volunteer and customer.
11. Represent the City to the public, in legal or administrative proceedings, to other organizations or entities and in other situations as required. Make presentations and provide comment and testimony. Advance and protect the interests of the City and its citizens in all matters.
12. Provide volunteers with basic job training and safety instruction. Meet with volunteers on a regular basis to maintain relationships and affirm City's goals.
13. Develop safe work habits and follow all required safety policies, procedures and techniques. Contribute to safety of self, co-workers, volunteers and the general public.
14. Participate in the City Emergency Management program including classes, training sessions and emergency events.
15. Produce an acceptable quantity and quality of work that is completed within established timelines.
16. Follow standards as outlined in the Employee Handbook.
17. Actively promote and support diversity in the workplace.

### **Other Functions**

1. Provide back-up and peak-load assistance to others as necessary.
2. Serve on or provide support to a variety of committees, task forces and advisory groups as necessary.
3. Perform related duties of a similar scope and nature.

### **Knowledge Required**

- ◆ Working knowledge of practices and principles of effective volunteer recruitment techniques.
- ◆ Working knowledge of effective program management principles and practices.
- ◆ Working knowledge of effective motivation and supervision of volunteers.
- ◆ Working knowledge of alternative funding sources.
- ◆ Working knowledge of practices and principles of public/business administration practices and decision-making.
- ◆ Working knowledge of strategic planning methods with an emphasis on services related to volunteer programs and fund raising.
- ◆ Working knowledge of public purchasing and contracting laws and regulations.
- ◆ Working knowledge of peer court processes and practices.

## **Skills/Abilities Required**

- ◆ Strong skill in conceptual analysis and policy/program development and implementation.
- ◆ Strong ability to productively manage and/or participate on a team and in a team environment including the ability to develop a team approach to producing high quality results.
- ◆ Strong ability to demonstrate leadership behavior to employees, volunteers, contractors, public officials, other agencies, customers and the general public.
- ◆ Strong ability to establish and maintain effective working relationships with employees, contractors, other agencies, public officials, volunteers and the general public.
- ◆ Strong ability to apply excellent internal and external customer service skills.
- ◆ Strong ability to communicate effectively both orally and in writing with diverse customers, employees, contractors, other agencies, public officials and the general public.
- ◆ Ability to make presentations and develop reports that may include technical information.
- ◆ Strong ability to develop consensus.
- ◆ Strong ability to facilitate group processes.
- ◆ Strong ability to work with youth groups

## **Minimum Qualifications Required for Entry**

Bachelor's degree in business or public relations, human services, planning, or related field, and 2 years experience in public involvement processes or coordination of volunteer services, or an equivalent combination of education and experience enabling the incumbent to perform the essential functions of the position.

## **Licensing/Special Requirements**

- ◆ Positions in this classification are required to possess a valid driver's license and the ability to meet City driving standards.

## **Working Conditions**

Daily focus on a computer screen; daily precise control of fingers and hand movements; occasional dealing with distraught or difficult individuals; occasional lift, move or carry objects between 20 and 50 pounds; occasional crouching, crawling, bending, kneeling, climbing or balancing; occasional attendance at meetings or activities outside of normal working hours; occasional operation of a motor vehicle on public roads.

## Classification History

As of 10/97: Staff Assistant

Revised: 11/07

New class specification title 1/98: Program Coordinator – Volunteer Services

Revised: 11/04

Revised: 1/1/09

Status: M2

FLSA: Exempt

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Department Head Signature

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Human Resources Signature

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Date

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Date